Pramod Das

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About me

An experienced IT manager who has been in the industry for more than 12 years. Detail- and results-oriented .Communicates well with clients, co-workers, and supervisors. Interested in getting results and ensuring a great customer experience for each client. Committed to find new technologies to improve productivity, reduce cost and enhance quality of service management for guest and admin. Monitor and manage the Development operations for the enterprise and customer facing technologies.

Professional experience

Organization: **Millennium Resort Mussanah, Oman**
Tenure   : August 2012 – April 2020
❖ **IT Manager**

As an IT Manager of Oman best lifestyle luxury resort with 308 Rooms,

- Responsible for the ICT systems of Hotel
- Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Design and customize technological systems and platforms to improve customer experience.
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization.
- Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance.
- Set objectives and strategies for the IT department.
- Administration and maintenance of network enabled resources and software by implementing internal policies and procedures.
- Prepare and manage the IT operating and capital budgets. Define standard procedures, guidelines and policies in compliance with the audit requirements.

- Identify, recommend, and manage deployment of "current technology with a vision of future" hardware and software upgrades.
- Management of servers, applications and backup solutions.
- Evaluate, test, advice, train and support on I.T. applications and related projects.
- Procurement of IT hardware, software and maintenance products & services.
- Responsible for the recruitment and training of new staff.
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure.
- Reporting to Regional IT Director & Hotel management.

Highlights of my achievements

- Orchestrated the implementation of IT Assets regular Maintenance Program, achieved increased asset life, reduced costly downtime and lowered the total cost of maintenance.
- Interactive team work and maximizing resources to ensure proficiencies.
- Developing reliable systems and having an orderly work flow.
- Trained and developed Two Omani youth on Hotel ICT systems. Now they are successfully managing Two hotels ICT system.

Projects Handled:

- Complete ICT infrastructure deployment for Millennium resort Beach club Building which includes spa, health club, Two restaurants and Two bar.
- Implemented complete Wi-Fi Installation in Millennium resort Mussanah to provide seamless connectivity throughout 300 Hectare property. Achieved 100% guest satisfaction and improved mobility of network connected operating equipment's. https://www.arabianindustry.com/technology/news/2018/apr/8/millennium-resort-mussanah-deploys-aruba-wi-fi-5910918/
- Installation of CCTV and security systems, project including 400 Bosch and 180 Honeywell cameras in Millennium resort Mussanah.
- Implementation of Building management system (Honeywell Trend) and Coordinated Training session for engineering department.

❖ **IT Executive in Majestic Tower Hotel Dubai from October 12, 2010 to August 15th 2012.**

❖ **IT Administrator in Holiday Inn Express Hotel Dubai from November 11, 2009 to October 10 2010.**

❖ **IT Assistant in Golden Tulip Suites Hotel Dubai from july22 2008 to November 5 2009.**

❖ **Desktop Engineer Login Info way Mumbai, India from June 2006 to April 2008.**

Education and professional certifications

- Diploma Course completed in Electronics and Communication (2003 to 2006).
- Microsoft Certified System Administrator, July -17th 2009 ,Id -7012415
- Fortinet Network security Expert Certification (NSE-1,NSE-2).
- Industrial trade certification as Electronic Technician (From 2000 - 2002).
- Computer Hardware and Networking Certification (2002).

Technical Strength

- PMS—Fidelio & Opera
- POS—Micros 9700 & Micros 3700
- Purchase & Store---FMC & FBM
- HRMS & Payroll---Oasys ,Edocs
- Accounting---- Sun Financials v 4.23 & Microsoft Dynamics
- HSIA ---Nomadix,Tiger,Intertouch Docommo, Antlabs Inngate
- PABX--- Mitel ,Alcatel(analog & Digital),Nortel (analog & Digital),
- IPTV—Locatel
- CCTV—Bosch ,Honeywell.
- Doorlock System---Saflock & Assa Abloy Vingcard
- Wireless controller—HP-MSM 765, HPE Aruba 7220
- Excellent Command on HP Edge Switches, Core switches Configurations,

Personal Details

Age & Date of Birth :   37, 03 October 1983.

Nationality   :   Indian

Marital Status   :   Married

Language Known   :   English, Hindi, Malayalam &Tamil.

PROFESSIONAL REFERENCE:

 On request

Declaration

I do hereby declare that all the information's provided above are true to the best of my knowledge.

PRAMOD DAS.